The following is a sequence of questions and answers regarding the Arizona Network (*AZNet*) telecommunications program…General *AZNet* Information. If you have any questions, please submit them via the TPO website: www.tpo.az.gov or call the Telecommunications Program Office (TPO) at 602-364-1106.

General AZNet Information

1. What state government organizations are part of *AZNet*?

   Response: All state agencies and departments are required to participate in *AZNet*. Other government organizations that are part of the State's purchasing cooperative have the option to participate, if they meet the *AZNet* business case requirements.

2. Who should we contact with questions?

   Response: *AZNet* questions may be addressed by calling the *AZNet* Support Desk at 602-364-4444 or by email at AZNETSUPPORTDESK@AZDOA.GOV. Also, the Telecommunications Program Office contacts can be found on the TPO website at www.tpo.az.gov.

3. How can we track the progress of our agency projects?

   Response: The size of the project determines how it can be tracked. For large projects, generally over $25,000, the projects can be tracked using an on-line data system called Information Technology Governance (ITG). These large projects are known as Demand Management Team (DMT) projects and each has a unique number within ITG for tracking purposes. There is limited access to ITG and any needed access can be granted at the time a DMT project is active. Smaller projects known as Change Account Management (CAM) projects are tracked in Remedy, which is change request and repair ticket software. Status updates can be viewed in Remedy or by contacting the assigned CAM representative for the project.